

Abstract of the Disclosure

5 An Estimated Wait Time (EWT) service for a Web page provider
has an internet-connected facility for monitoring communication status with
a communication center having communication equipment hosting agents of
the web page provider, and an interactive link in a web page hosted by the
Web page provider. The interactive link is presented to a user accessing the
10 Web page, and when selected, connects the user to the facility for
monitoring communication status. In a preferred embodiment the facility
provides a Web page display for the user, displaying parameters regarding
the communication status, such as estimated wait time (EWT). In some
cases there are options in a user interface for placing an Internet Phone (IP)
15 call, for sending a message, and e-mail, and so forth, or for requesting a call
back. In the case of a call back the user may, in some embodiments, provide
alternative numbers or addresses and times for call back.